

### ABSTRACT OF THE DISCLOSURE

There is provided an automated teller machine (ATM) voice guidance system and method that enables a visually and/or hearing impaired individual to conveniently and easily carry out financial transactions on an ATM to thereby conform to government regulations. The ATM voice guidance system provides simultaneous and synchronized audio instructions via an audio port that correspond to visual instructions presented on an ATM display screen and comprises creating voice guidance instructions and scripts, converting the instructions and scripts to audio files, loading the audio files to an ATM for subsequent access and retrieval of the audio files for voice guidance, detecting use of the ATM, outputting the selected audio files to an audio port in synchronization with said corresponding text instructions or scripts displayed on a display screen, and accepting user input to said outputted audio files.